



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: June 15, 2018

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

SUBJECT: Citizen Action Request Report

DocuSigned by:
Robert Barriem
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Pursuant to G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

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1 SOUTH WILMINGTON STREET
RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

May, 2018

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	1,601	1,010	39	552
	Guardrail Damage	91	65	10	16
	Pothole	1,729	1,413	276	40
	Shoulder Repair	533	389	19	125
Traffic	Signal Malfunction	267	238	18	11
	Signing	328	284	14	30
Total		4,549	3,399	376	774

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	47	47	0	0
	Guardrail Damage	4	3	0	1
	Pothole	58	52	5	1
	Shoulder Repair	14	13	0	1
Traffic	Signal Malfunction	3	1	0	2
	Signing	13	13	0	0
Total		139	129	5	5

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	88	37	4	47
	Guardrail Damage	2	1	1	0
	Pothole	140	127	10	3
	Shoulder Repair	33	30	1	2
Traffic	Signal Malfunction	0	0	0	0
	Signing	11	10	0	1
Total		274	205	16	53

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	355	143	9	203
	Guardrail Damage	3	0	0	3
	Pothole	191	137	45	9
	Shoulder Repair	100	54	4	42
Traffic	Signal Malfunction	11	11	0	0
	Signing	19	19	0	0
Total		679	364	58	257

Action Request (AR) Completion Report

May, 2018

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	203	92	6	105
	Guardrail Damage	17	9	2	6
	Pothole	68	45	20	3
	Shoulder Repair	56	37	1	18
Traffic	Signal Malfunction	7	6	0	1
	Signing	24	22	1	1
Total		375	211	30	134

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	171	91	11	69
	Guardrail Damage	14	10	1	3
	Pothole	291	192	96	3
	Shoulder Repair	41	17	3	21
Traffic	Signal Malfunction	89	67	16	6
	Signing	55	18	11	26
Total		661	395	138	128

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	127	65	1	61
	Guardrail Damage	2	0	2	0
	Pothole	106	84	15	7
	Shoulder Repair	73	50	2	21
Traffic	Signal Malfunction	8	8	0	0
	Signing	16	16	0	0
Total		332	223	20	89

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	116	102	0	14
	Guardrail Damage	2	0	0	2
	Pothole	70	67	1	2
	Shoulder Repair	33	28	1	4
Traffic	Signal Malfunction	30	30	0	0
	Signing	30	30	0	0
Total		281	257	2	22

Action Request (AR) Completion Report

May, 2018

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	87	73	0	14
	Guardrail Damage	0	0	0	0
	Pothole	104	104	0	0
	Shoulder Repair	48	39	0	9
Traffic	Signal Malfunction	3	3	0	0
	Signing	13	13	0	0
Total		255	232	0	23

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	118	113	1	4
	Guardrail Damage	6	4	2	0
	Pothole	195	187	8	0
	Shoulder Repair	23	22	1	0
Traffic	Signal Malfunction	10	10	0	0
	Signing	19	19	0	0
Total		371	355	12	4

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	33	16	4	13
	Guardrail Damage	1	1	0	0
	Pothole	186	114	62	10
	Shoulder Repair	17	13	2	2
Traffic	Signal Malfunction	71	69	2	0
	Signing	29	26	2	1
Total		337	239	72	26

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	55	54	0	1
	Guardrail Damage	8	7	1	0
	Pothole	38	37	1	0
	Shoulder Repair	24	21	2	1
Traffic	Signal Malfunction	3	3	0	0
	Signing	49	49	0	0
Total		177	171	4	2

Action Request (AR) Completion Report

May, 2018

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	62	62	0	0
	Guardrail Damage	7	7	0	0
	Pothole	102	101	1	0
	Shoulder Repair	19	19	0	0
Traffic	Signal Malfunction	21	19	0	2
	Signing	27	26	0	1
Total		238	234	1	3

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	76	76	0	0
	Guardrail Damage	15	15	0	0
	Pothole	97	97	0	0
	Shoulder Repair	33	33	0	0
Traffic	Signal Malfunction	5	5	0	0
	Signing	16	16	0	0
Total		242	242	0	0

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	63	39	3	21
	Guardrail Damage	10	8	1	1
	Pothole	83	69	12	2
	Shoulder Repair	19	13	2	4
Traffic	Signal Malfunction	6	6	0	0
	Signing	7	7	0	0
Total		188	142	18	28